

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Serial No. 10/826,160
Filing Date Apr 15, 2004
Inventorship Hua-Jun Zeng
Applicant Microsoft Corporation
Group Art Unit 2168
Examiner Aaron J. Sanders
Attorney's Docket No. MS1-1892US
Title: Processing Service Requests for Product Support with Indexed and Clustered Answer
Objects

AMENDMENT

FILED WITH A REQUEST FOR CONTINUED EXAMINATION

RESPONSE TO SEPTEMBER 18, 2007 FINAL OFFICE ACTION

To: **Mail Stop AF**
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: Benjamin A. Keim (Tel. 509-324-9256 x248; Fax 509-323-8979)
Customer No. 22801
Lee & Hayes PLLC
421 W. Riverside Ave., Suite 500
Spokane, WA 99201

INTRODUCTORY COMMENTS

This communication is responsive to the Final Office Action dated September 18, 2007, and is being filed with a three-month extension of time extending the period for reply to March 18, 2008.

Amendments to the Claims begin on page 2 of this document.

A Statement of Substance of Interview begins on page 21 of this document.

Remarks begin on page 22 of this document.